

Transcript: Chris Sofield

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Full Transcript

Your account number. The call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hey, Chris. This is Paul Cantrell. Yeah, I was calling to see, uh, what kind of insurance I had in my bed... 'Cause I went to the doctor the other day and it's not covering none of my doctor's visits or nothing. Okay. What staffing company do you work with? Uh. HG. HG, in Scottsville, Kentucky. Okay. And the last four of your social? 4049. All right. Go ahead, Paul. All right, Mr. Cantrell, could you verify your address and your date of birth for me? Uh, the address may be hard. We just moved here, uh. Street address or mailing address? You want the mailing address or street address? Uh, the mailing address. Mailing address, that's P.O. Box 613, uh, Scottsville, Kentucky. All right. Anybody else's address you want? No? Uh, your date of birth. Uh, 2/18/65. Thank you. We have a phone number on file for you at 622-1910. Is that correct? That would be right. All right. I'm showing as far as medical, you are enrolled into the VIP+ plan, um, which should cover things like doctor's visits, hospital visits, prescriptions and the like. Um, now unfortunately, us here at Benefits on a Card, we're just the enrollment admin for HG, so I'm not gonna know anything, um, as far as specifics or why certain things were not covered. That would be a question for the actual insurance company, which is American Public Life. Um, if you need it, I can give you their phone number. They shou- uh, they'd be able to explain better, like, what, what was covered, what wasn't covered, or... and why. Well, so far, nothing has been. So they paid zero on my doctor visit and the prescription stuff is not... Yeah, this... My copay went up, uh, on my blood sugar thing. It went up to where it was saying \$100, now it's, uh, 1500. So, uh, yeah, just cancel that. Okay. Did you wanna keep everything else that you have and just drop the medical? Why are they not paying anything? He don't know. He had that called the insurance. Uh, no, let's drop it all. Okay. All right then. Yeah, we can go ahead and start a cancellation process for you. Um, just be aware, cancellation does take one to two weeks to fully process. It's gotta go back through HG's payroll teams. Uh, during this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you will not see any more than two at the most, if you see any further ones at all. Okay. Thanks, sir. You're welcome. Thanks for calling and have a wonderful day. You too. And be careful. All right, bye. Mm-hmm. Yes sir. Bye now.

Conversation Format

Speaker speaker_0: Your account number.

Speaker speaker_1: The call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_0: Hey, Chris. This is Paul Cantrell. Yeah, I was calling to see, uh, what kind of insurance I had in my bed... 'Cause I went to the doctor the other day and it's not covering none of my doctor's visits or nothing.

Speaker speaker_2: Okay. What staffing company do you work with?

Speaker speaker_0: Uh.

Speaker speaker_3: HG.

Speaker speaker_0: HG, in Scottsville, Kentucky.

Speaker speaker_2: Okay. And the last four of your social?

Speaker speaker_0: 4049.

Speaker speaker_2: All right.

Speaker speaker_3: Go ahead, Paul.

Speaker speaker_2: All right, Mr. Cantrell, could you verify your address and your date of birth for me?

Speaker speaker_0: Uh, the address may be hard. We just moved here, uh.

Speaker speaker_3: Street address or mailing address?

Speaker speaker_0: You want the mailing address or street address?

Speaker speaker_2: Uh, the mailing address.

Speaker speaker_0: Mailing address, that's P.O. Box 613, uh, Scottsville, Kentucky.

Speaker speaker_2: All right.

Speaker speaker_0: Anybody else's address you want? No?

Speaker speaker_2: Uh, your date of birth.

Speaker speaker_0: Uh, 2/18/65.

Speaker speaker_2: Thank you. We have a phone number on file for you at 622-1910. Is that correct?

Speaker speaker_0: That would be right.

Speaker speaker_2: All right. I'm showing as far as medical, you are enrolled into the VIP+ plan, um, which should cover things like doctor's visits, hospital visits, prescriptions and the like. Um, now unfortunately, us here at Benefits on a Card, we're just the enrollment admin for HG, so I'm not gonna know anything, um, as far as specifics or why certain things were not covered. That would be a question for the actual insurance company, which is American

Public Life. Um, if you need it, I can give you their phone number. They shou- uh, they'd be able to explain better, like, what, what was covered, what wasn't covered, or... and why.

Speaker speaker_0: Well, so far, nothing has been. So they paid zero on my doctor visit and the prescription stuff is not... Yeah, this... My copay went up, uh, on my blood sugar thing. It went up to where it was saying \$100, now it's, uh, 1500. So, uh, yeah, just cancel that.

Speaker speaker_2: Okay. Did you wanna keep everything else that you have and just drop the medical?

Speaker speaker_3: Why are they not paying anything?

Speaker speaker_0: He don't know. He had that called the insurance. Uh, no, let's drop it all.

Speaker speaker_2: Okay. All right then. Yeah, we can go ahead and start a cancellation process for you. Um, just be aware, cancellation does take one to two weeks to fully process. It's gotta go back through HG's payroll teams. Uh, during this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you will not see any more than two at the most, if you see any further ones at all.

Speaker speaker_0: Okay. Thanks, sir.

Speaker speaker_2: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_0: You too. And be careful. All right, bye.

Speaker speaker_2: Mm-hmm. Yes sir. Bye now.